



ST. JOSEPH'S
Hospice
OF LONDON

WHEN EVERY MOMENT *Matters*

2019-2020 Report to the Community



We warmly welcome you to our 2019-2020 Annual Report to our Community.

Whether you are new to St. Joseph's Hospice or are already a friend, we invite you to read our latest news and be inspired by our real-life stories.

We hope you will learn more about our programs and services and increase your understanding of the ways St. Joseph's Hospice makes a difference in the lives of those living with a terminal illness, their caregivers and those who are bereaved.



Thank You

to our 2019-2020 Board of Directors for your dedication and tenacity in guiding the important work of Hospice.

- David Nash, President
- David Bunce, Treasurer
- Kimberley Chesney
- Casey Dockendorff
- Paul Fox
- Corrie Gicante
- Paul Hogan
- Shawn McConville
- Robert Murray (deceased, 2020)
- Steven Stefanko



A Note of Thanks From...

Janet Groen, Executive Director &
David Nash, Board of Directors Chair

Dear friends,

We are filled with emotion, as we reflect on the past year. The first part of the year was exciting as we worked to fulfill our strategic directions. Some of our many accomplishments are listed herein.

Hospice embarked on several important new initiatives. We made bold moves to automate and streamline all of our systems and processes, including implementation of electronic medical records, volunteer and donor management solutions. The new donor database also provides robust event management opportunities, and it replaces three separate software platforms, helping us to contain costs. Hospice was busily readying for Accreditation, implementing and refining all policies and practices. We were about to launch our first ever "Bites & Bubbles" fundraising event, a one-of-a-kind extravaganza for London, ringing in a new decade. Due to COVID-19, it was necessary to cancel the event, but we look forward to presenting it to our community when the time is right.

Thanks to an extraordinary grant from the Miggsie Fund at The Lawson Foundation, St. Joseph's Hospice plans to expand its counselling and spiritual care programs, as the needs continue to grow. We express our sincere appreciation to The Lawson Foundation for its vision and support of this initiative. Once the COVID-19 challenges are behind us, we will once again turn our attention to this valuable program.

Since our beginning in 1985, St. Joseph's Hospice has proudly supported London-Middlesex, as part of our region's exemplary healthcare system. Our programs and services have always placed patients and families first. Since that time, those services have grown to include our beautiful 10-suite Residence and expansion of Community & Supportive Care. This past year alone, Hospice has supported thousands of patients, clients and families, empowering them along their journey.

Those are just a few of the administrative advances made. What warms our hearts though, are the stories we hear every single day from the people we serve, some of which are captured here in our report. The people whom Hospice profoundly touches leave a positive mark on our hearts and soul. We hope the stories inspire you as much as they have us.

Supporting all of our initiatives are our dedicated volunteers—our lifeblood. More than 336 volunteers, donating more than 18,498 hours of service annually, affect every aspect of Hospice positively. We thank each of them for their loving support.

Buoyed by our early accomplishments, March brought a more sobering reality. Hospice needed to adjust its practices as it faced the COVID-19 pandemic, quickly initiating its pandemic plan to overcome the new challenges. All staff members had to approach work differently, many on the front lines, many remotely. To ensure the seamless delivery of care, in both our residence and the community, Hospice's resources were mobilized in unprecedented ways. Sourcing PPE for frontline caregivers, reimagining delivery of service, erecting plexiglass barriers, screening visitors, and professionally cleaning all surfaces became urgent needs. Immense pressure was thrust on our IT systems & network to ensure our electronic information was safe & accessible remotely. All of our meetings moved online. These and so many more measures have become our "new normal" practices.

Amid the pains of COVID-19, some beautiful examples of community support brightened our days. Our volunteers sewed masks and gowns. Donations of face shields and hand sanitizer were welcomed gifts. Food and support was provided to our frontline caregivers. The response to our COVID-19 emergency fund has been awe-inspiring. We thank every person who sent letters, prayers and goodwill thoughts our way. We felt the love and support, and it helped us through our days.

As we prepare to embark on a new fiscal year, we are uncertain about what lies ahead. Yet, management, staff and volunteers, together with our Board of Directors, will continue to provide excellent programs and services to those who need our care.

Sincerely,

David Nash
Chair, Board of Directors

Janet Groen
Executive Director



St. Joseph's Hospice offers 24-hour, state-of-the-art palliative care in our 10-suite residence, provided by specially-trained medical care staff and volunteers.

The following are stories as told by family members of individuals who passed away in our Hospice home.



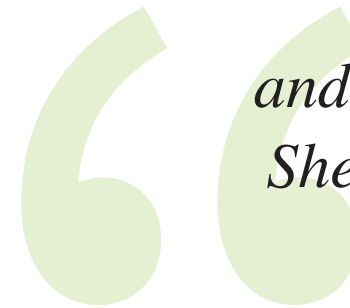
Remembering Peggy Jesson

Peggy's daughter, Robin, graciously shared her mother's Hospice story with us. "Despite mom's initial hesitation, Hospice was the right place for her to spend her final days. Her pain was beyond something my brothers and I could manage at home by ourselves, and mom accepted that this was best for everyone."

Peggy's biggest concern about going to Hospice was leaving behind her beloved Goldendoodle, Chloe. "Chloe lived with my mom her whole life--all ten years--and she didn't want to be separated from her best friend."

Robin brought Chloe to visit Peggy every day at Hospice. "Chloe came to know the place, and all the staff knew Chloe. She'd get excited when we arrived because she knew she was going to see mom."

Peggy was diagnosed with two forms of cancer and lived in her home under the watchful care of her daughter, Robin, for the last five years of her illness before coming to Hospice. Peggy passed away at the age of 89. Robin said, "we'd heard excellent things about Hospice, and as soon as we arrived, we knew we'd made the right choice."



He held up a mirror for her and helped her put on some makeup. She always wanted to look her best. She was a lovely lady and always very young at heart.

Robin recalled one of Peggy's many memorable experiences at Hospice. "One morning, one of the gentlemen volunteers on the floor helped her put on some makeup."

"Our mother had an amazing spirit, even throughout her illness. Everyone loved her, and she was a fighter right until the end. At mom's funeral, a gentleman took my brothers and me aside. He told us that when his daughter was born, she spent time in the Hospital's Neonatal Intensive Care Unit, where Peggy worked 20 years ago. He saw the obituary in the newspaper and wanted to pay his respects. She had such an impact on his life that even decades later, he remembered her name. That's the kind of woman she was!"

Robin and her brothers still find ways to honour their mother's memory. They celebrated what would have been her 90th birthday party with a family dinner and a trip to the casino. They have beautiful memories of their mother and a life well-lived. Robin extended her sincere gratitude to Hospice, especially her mother's caregivers, who ensured mom's grace-filled life continued right to the end.

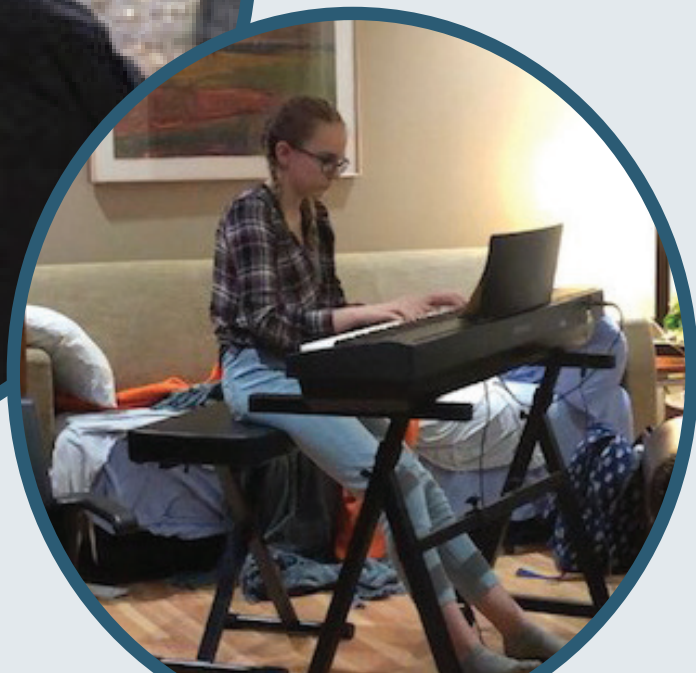




Remembering Darlene Broderick



*Mom went downhill really fast.
It was very hard watching her decline every day.
When we arrived [at Hospice], I was so relieved.
I knew she was in good care.
I got to be her daughter again.*



The night before she died, Darlene Broderick listened to her granddaughter play piano one last time in the comfort of her suite at St. Joseph's Hospice. Megan, 17, had just completed her Royal Conservatory of Music exam, and everyone at Hospice was eager to find out how it went. "I come from a tiny family, so everyone at Hospice became like a second family to us," said Jenn, Megan's mother and Darlene's only child. "It was amazing how quickly news spread and how everyone cared so much." As Megan played for her grandmother that night, Darlene closed her eyes and relaxed as she listened to the songs, including a favourite: "You are my Sunshine." Darlene passed away peacefully the next morning.

Darlene spent about one month at Hospice. She was diagnosed in October 2018 with a rare and untreatable form of bile duct cancer and given 6 to 12 months to live. In the time leading up to her transition to Hospice, she was living in her home under Jenn's loving care.

The Hospice experience was transformative for Darlene, as well. "The day we brought mom to Hospice, I didn't think she was going to make the night. She ended up living another month," Jenn said. "She went from not eating to sitting up and looking forward to eating whatever she wanted— and sometimes that meant ice cream for breakfast. Seeing her like that, living her best life, was amazing. We actually missed Hospice after she passed away. It was such a comfort."

A self-made woman, Darlene owned and operated an antique doll and gift store in London's Old South. "She raised me by herself," Jenn said. "She was a very giving person. She made dolls for the children in hospital— that's the kind of person she was."

Darlene is missed deeply by her family. Yet her spirit lives on in the warmth and generosity evident in her daughter and granddaughters, Brooklyn and Megan, who find strength in the legacy she leaves behind.



BECAUSE OF *You*...

Last year, St. Joseph's Hospice developed a plan to replace all 10 of its existing beds in our Hospice home. Hill-Rom Centrella Smart Beds were selected to meet the needs of both the patients and care staff. The beds helped to avert the development of pressure ulcers and assist with fall prevention. The beds can detect if the resident is lying in bed, sitting on the edge, or is out of bed, and an alarm will alert the care staff. Patients can be turned easily in the beds. Finally, the beds are the right size and easily maneuverable, allowing patients to leave their suites and enjoy the garden, patio and living room areas.

In response to Hospice's call for support, our most generous community of supporters rallied and funded the more than \$180,000 needed to purchase the 10 beds. Thank you from the bottom of our hearts. We could not do it without you.

You are making a difference. Thank you to:

- The Mitchell and Kathryn Baran Family Foundation
- The Harold E. Ballard Foundation
- Savvas Chamberlain Family Foundation
- The Royal Canadian Legion
- The Walter J. Blackburn Foundation
- Tony and Joy Abbott



St. Joseph's Hospice offers a variety of **programs and services** to our clients, their loved ones and caregivers. Services are offered both in the comfort of our clients' homes or in the warm, inviting environment of the Day Program wing at St. Joseph's Hospice. All programs and services are offered at **no cost** to the community.

Hospice addresses the physical, psycho-social and spiritual needs of those we serve. Fear, sadness, anger, and confusion are natural to the bereavement process. Those overwhelmed or concerned about their illness or their grieving experience may benefit from these services that include:

- Caregiver Conversations
- Complementary Therapies, including Massage, Reiki, and Healing Touch
- Counselling
- "Exploring Grief"
- "H.E.A.L."
- Memorial Services & Social Events
- Mindfulness Meditation
- Practicing Self-Compassion
- Spiritual care
- "Understanding Your Grief"
- Volunteer Visiting Program
- Wellness Programs



Linda's Letter

A Note Inspires Perseverance

Bob and Linda Sanders were married for 51 years before she was diagnosed with lung cancer. The doctors said she had a few good years left, so the couple created a bucket list and set out to fill those years with happy memories.

Bob is a diving instructor. One of his dreams was to dive in the Bay of Fundy in Nova Scotia—and he did. But when they came home, Linda's condition began to decline. Linda insisted that she did not want to die at home. When the time came for Linda to go to St. Joseph's Hospice, it was a relief to both her and Bob. "The Hospice experience was mind-blowing," Bob said. Linda passed away after three days in Hospice, and it was earth-shattering for Bob. "To be married to someone for so long and then lose them—it can be very isolating."

Before Bob Sanders' wife, Linda, passed away at St. Joseph's Hospice, she wrote him a note encouraging him to persevere once she was gone.

So, eventually, Bob started looking for things to do.

Bob felt at home at Hospice, so he began to receive a weekly massage in the Wellness Centre in Hospice's Day Program Wing. The relationship grew, and now Bob helps organize Hospice barbecues in the summer months,

assists with gardening, and has developed a close friendship with our chef at Hospice, Allan Barnfield. He started to attend the "Connecting through Cooking" class, and now volunteers his time there as well.

Bob has made friends at St. Joseph's Hospice and now looks forward to the daily activities he has planned. "I felt like I needed to give back, after all that Hospice did for me. To have somewhere to go after losing my wife of 51 years gave me a little extra each day."

Bob has two daughters and four grandchildren keeping him busy, as well, although these days he says he needs some notice before getting together with anyone. With all the programs and activities he's involved in, "you need to book time in advance," he said with a laugh. Bob has done his best to fill his world and fulfill Linda's final appeal to him.



*Hospice became my second home.
Everyone here was so obliging and so helpful.
St. Joseph's Hospice helped me find my way.*



St. Joseph's Hospice depends on the help of volunteers to achieve its mission of providing compassionate care and companionship to those living with a palliative illness and bereaved individuals and families.

St. Joseph's Hospice offers a variety of volunteer opportunities. Some of our **volunteer roles** include:

- Administrative Support
- Board of Directors
- Committee Members
- Complementary Therapists
- Concierge
- Direct Support Worker
- Drivers
- Fundraising and Event Support
- Gardeners
- Housekeeping and Maintenance
- Kitchen Support
- Music
- Pet Therapy
- Reception
- Spiritual Care
- Supportive Care
- Volunteer Visitors



BECAUSE OF *You...*

- ♥ our community clients and caregivers feel a sense of comfort and peace from your visits
- ♥ Hospice has offered phenomenal care since 1985

Volunteers are the heart of Hospice.
Thank you for all you do.



You don't imagine Hospice to be the place for a sing-along, but beautiful moments like that happen all the time.

Music *and Memory*

Hospice volunteer shares the power of song

Brenda Harwood was introduced to Hospice when two of her relatives passed away at St. Joseph's Hospice of Sarnia. "We liked the place and the care our loved ones received. Before that, I hadn't really heard of Hospice."

When Brenda discovered St. Joseph's Hospice of London right in her backyard, she immediately wanted to be part of the organization. She started playing the piano at Hospice three years ago. When not playing the piano, she is greeting visitors as a volunteer at our reception desk.

Brenda took piano lessons as a child, but also discovered she has a dazzling ability to play by ear. "If residents request a song that I haven't heard, they can hum it, and I can figure out how to replicate the tune." One patient's family members requested songs Brenda hadn't heard before. "Over the next few days, I practiced them. I came back to play the music, and the family was thrilled. They were so grateful that I'd done that for them." Another time, Brenda played for a patient who was close to passing away around Christmastime. "His two sons asked if I could play Christmas carols in his suite. They all started singing. It was a beautiful moment."

Brenda gets many requests for songs. Two songs people most often ask for are Leonard Cohen's "Hallelujah" and Frank Sinatra's "My Way." Of course, some people ask for more modern tunes, such as "Shallow" from "A Star is Born." Brenda also has a list of songs she knows from which patients can choose.

Brenda shared her feelings of gratitude, "it was such a relief for our family when my mother-in-law and uncle passed away in Hospice. We were able to stop being caregivers and just be family again. Hospice is such a valuable resource. I feel so blessed that I can be part of it in any way. It's such a gift."



BECAUSE OF *You...*

Thank You
The Lawson Foundation
Miggsie Lawson Fund

Before COVID-19, responding to an increased demand, St. Joseph's Hospice had plans to expand its counselling and spiritual care services in the community. The expansion is part of its mission to attend to the physical, emotional and spiritual needs of those it serves. Supporting people in a timely way closer to home is the aim.

The Lawson Foundation provided seed funding for three years totalling \$200,000. With the arrival of COVID-19 The Lawson Foundation saw a more immediate need and the first payment was redirected to cover the extraordinary expenses of COVID-19. Thank you for your vision, trust and support.



The Community Engagement & Development (CE&D) team's role is to position St. Joseph's Hospice strategically to sustain and grow its resources.

The CE&D Department is vitally important because of Hospice's unique funding model – about **50% of Hospice's operating budget** is supported by the community.

Building relationships with those who understand and care about Hospice's significance for all people in its community means discovering a shared vision and explaining our mission in a clear and meaningful way.

In addition to strengthening connections between people and the mission of St. Joseph's Hospice, Hospice's donors support the organizational structures and practices that enable the delivery of Hospice's mission.



BECAUSE OF *You* ...

More than 3964 donors made 5,020 donations to St. Joseph's Hospice, totalling \$1,362,810, significantly contributing to its operations and ensuring professional, compassionate care was provided to thousands of individuals and their families in London-Middlesex.

Thank you for your trust and generous financial contributions.



Community, Compassion *and Love*

Bringing peace to the bedside with kindness and care

By GERALD KILLAN

Linda died in St. Joseph's Hospice on September 6th, 2019. She slipped away gently, peacefully, surrounded by family, and a remarkably supportive team of caregivers who had come to know her over the years. Sun streamed through the window onto her bed, her cheek pressed to mine as she exhaled her last breath. From the beginning of our relationship with Hospice seven years earlier, we hoped for this ideal setting when either of us reached the end of life--not just for ourselves but for anyone who required palliative care. It was this vision that drew us both to support St. Joseph's Hospice.

We learned to appreciate how valuable excellent palliative care could be for those at the end of life and their grieving families. Our parents had died in acute care hospital settings that were understandably less than ideal. In contrast, the description of what the proposed residential Hospice would provide – located on the top floor of the Sisters of St. Joseph new residence – seemed remarkable.

When Hospice announced in 2011 that it was preparing to launch a Capital Campaign to create London's first residential Hospice, Linda and I immediately decided to get involved. It was an easy decision to join the Capital Campaign Cabinet. Linda and I were eager to support the campaign financially and to commit to ongoing annual support. Linda got great pleasure from knowing that Hospice's Quiet Room would carry our family name.

The new St. Joseph's Hospice offers so much to our community. There is room for the family to gather next to their loved one, the opportunity to keep a 24/7 vigil, to sleep nearby, to have access to nutritious food and refreshments in the kitchen and common area, and a long list of other amenities for the patients. Most importantly, there is the highest level of compassionate care for both the patients and those who were grieving them. Beyond this, all provided at no cost to those whom Hospice serves.

There was another compelling reason that drew us into supporting this hospice project—the Sisters of St. Joseph and their unwavering commitment to the values of community, compassion and love. That the Sisters were willing to vacate their rooms and dedicate two wings to Hospice profoundly touched us.

This selfless act spoke volumes about the Sisters' compassion and care for those in distress and their unconditionally warm embrace of people of all faiths and beliefs. While St. Joseph's Hospice is separate and distinct from the Sisters of St. Joseph, these values continue to permeate throughout St. Joseph's Hospice.

The Capital Campaign was an excellent success, and Hospice welcomed its first patient in February 2014. From the outset, it lived up to its claims. Those whom it has served have offered nothing but accolades for that experience.

Linda bore witness to the remarkable work of the caregivers and staff as she volunteered as a receptionist for more than five years. She came home after every shift, uplifted in spirit, and would regale me with stories of the compassion, loving support, gratitude, and moments of grace she had witnessed. Only when Hospice became her final home did I realize how many friends she had made with the staff and other volunteers there.

Linda was diagnosed with advanced glioblastoma multiforme, the most aggressive type of brain cancer on Mother's Day weekend in 2019; the same disease that struck down Gord Downie of The Tragically Hip. We were fortunate to receive a room at Hospice on the afternoon of September 25th. Our three children and two grandchildren got to her bedside that evening – our two sons flying in from Costa Rica and California. The boys stayed with her overnight. Family and friends from near and far poured in during the twenty-seven hours Linda had remaining to her. Father Michael Bechard, Chaplain of King's University College Parish, administered the Sacrament of the Anointing of the Sick in his inimitable caring way. The health care workers tended to our every need, answered every question, and kept us informed most gently. No one could have asked for more. Linda would not have planned her end of life any differently, which is a blessing to our children and me.

It's such a gift.



YEAR IN REVIEW

YOUR SUPPORT MATTERS

St. Joseph's Hospice is an independent charity that was grassroots grown and is generously supported by its community of donors and volunteers. Hospice is only partially funded by the government and relies on our community and individual donors to sustain our operations which total \$1.4 million per year to provide care and support to our patients and their loved ones in our residence and in the community.



Care in Our Residence

- Patients Served: 192 (Provincial stats for Hospices show that for each patient served, more than five additional individuals, i.e. loved ones, caregivers, relatives, etc. are touched by our care, i.e. 960 people)
- Average Length of Stay: 19 days
- Occupancy Rate: 90%
- Visits to Patients and their Families by Volunteers: 10,956
- Volunteer Hours Provided: 7,893



Community & Supportive Care

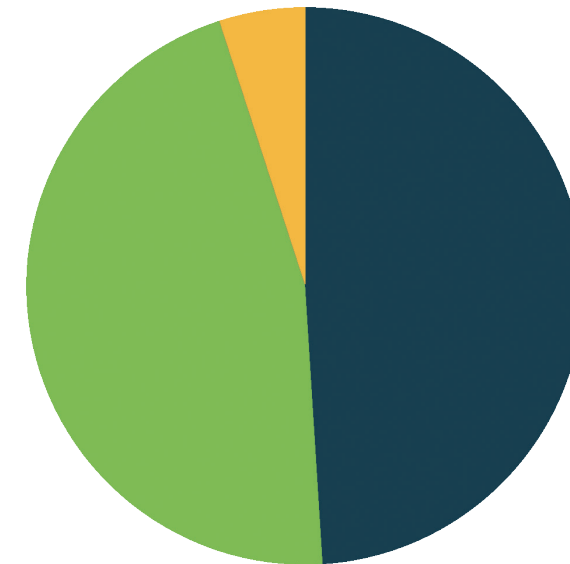
- Clients and Caregivers Served: 656
(Bereaved: 303, Palliative: 207, Caregiver: 104, Spiritual Care: 42)
- Total Visits to Clients: 5,064
(Visits in the Community: 3,055, Volunteer Visits: 1,359, Staff Visits: 1,696)
(Visits in Hospice's Wellness Centre: 2,009, Volunteer Visits: 2,048, Staff Visits: 961)
- Individual Counselling Sessions: 277
- Group Sessions: 222
- People Attending Group Sessions: 1,261 Attendees
- Volunteer Hours Provided: 4,303



Volunteer Services

- Number of Volunteers: 336
- Total Hours Provided to the Entire Organization: 18,498
- Residence: 7,893, Community & Supportive Care: 4,303
Miscellaneous/Administrative, Support/Fundraising, including Volunteer Event Planning Committees: 6,302

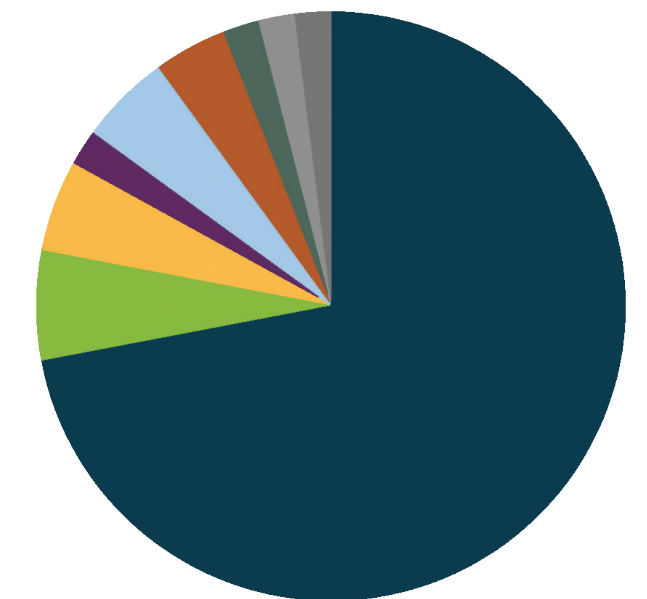
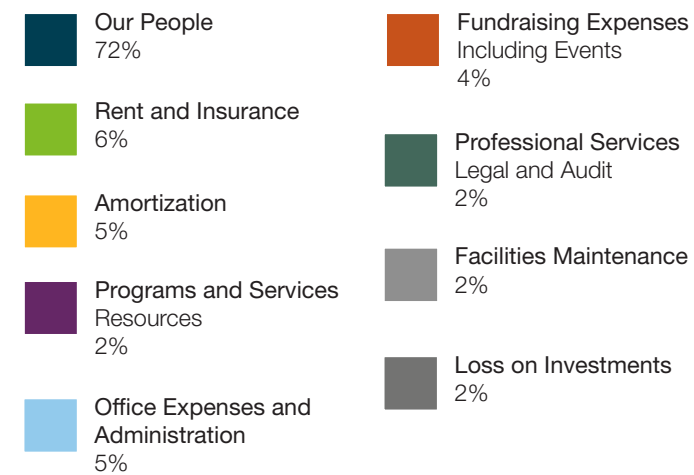
Sources of Revenue



- Government Funding
Ministry of Health and Long-Term Care
49%
- Community Support, including United Way
Donations, Events, Grants
46%
- Amortization of Deferred
Capital Contributions
5%

Results are for the period April 1, 2019 to March 31, 2020. St. Joseph's Hospice uses the auditing firm of KPMG LLP.

Your Gifts in Action





We are here for you... because of you.

 (519) 438-2102

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 St. Joseph's Hospice

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